

AKRON MUNICIPAL COURT
INFORMATION TECHNOLOGY APPLICATION SUPPORT SPECIALIST



Definition

The Information Technology Application Support Specialist provides technical support and maintenance for the court's business application systems. You will work with vendors to design new applications, resolve problems, and assist users with application and operational issues. You will also coordinate database and security changes with other staff and maintain system configurations. The role demands that you test, implement, and coordinate upgrades and changes to application systems. Additionally, it involves creating and updating programs, processes, tables, menus, and reports. You will monitor and evaluate systems to ensure proper operation and license compliance. As part of your job, you will support application systems by designing, testing, and implementing new programs, installing patches, making program changes, and working with users and vendors to resolve problems. To maintain your professional competency, you must keep up-to-date with technological advances and developments. You may need to perform other related work as required.

Essential Duties and Responsibilities

- This technical position provides high-level support for application maintenance
- Interact with users to troubleshoot and resolve complex technical problems or issues related to applications.
- Interact with users to troubleshoot and resolve complex technical issues related to applications, configuration, product functionality, and debugging.
- Track and document support requests and ensure proper notation of client problems or issues.
- Collaborate with vendors and programmers to resolve issues and implement product and process improvements.
- Plan implementation and integration into new or existing environments.
- Travel to user sites for hands-on support and training.
- Provide queries and reports.
- Assist with evaluating and maintaining system security, availability, and integrity.
- Assist with application testing and product deliverable verification.
- Assist with the evaluation of Commercial Off-The-Shelf (COTS) applications.
- Ensure that all activities have proper documentation and configuration/change management and that this is always maintained.
- Other related duties as assigned.

Knowledge, Skills, and Abilities

- Be proficient in SQL database management
- Ability to research, document, and interpret application environment diagrams
- Ability to create technical reports and recommendations that are effective.
- Knowledge/Understanding of how to test and debug programs and databases.
- Skill in diagnosing and troubleshooting business application system errors and developing new or modified programs to meet user requirements.
- Excellent verbal and written communication skills
- Ability to take direction, collaborate within a team, and ability to work independently
- Ability to work nontraditional hours as needed

**AKRON MUNICIPAL COURT
INFORMATION TECHNOLOGY APPLICATION SUPPORT SPECIALIST**



Minimum Qualifications

A bachelor's degree in computer science or a related field from an accredited college or university and 3+ years of network, database, or business application support experience are required. Relevant training and experience can substitute for a college education. Specific program language or application support experience may be required. Must have a valid Ohio driver's license.

Salary Range \$51,646.40 to \$68,307.20. Please submit resumes no later than 4:00 pm, Friday, April 26, 2024, by email to courtadmin@akronohio.gov (email subject line: IT Application Support Spec.), fax (330) 375-2303, or mail to:

Ikel Kelly
Interim Court Administrator
Akron Municipal Court
172 S. Broadway Street, Suite #300
Akron Ohio 44308

After submitting their resumes, applicants will receive an email acknowledgment. However, only the candidates selected for an interview will be contacted by phone. **We kindly request candidates refrain from contacting the Judges, the Interim Court Administrator, the Human Resources Manager, or any other Court employee** regarding the status of their application.

AN EQUAL OPPORTUNITY EMPLOYER